TEXAS Department of State Health Services
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Texas Health Care Information Collection - THCIC
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Security, Logins, and Passwords - Provider Login

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On July 10, 2012 the THCIC System (System) changed the way providers/facilities log in to the System. All login userIDs changed for each provider and are no longer associated with a provider's THCIC ID Number; i.e. "th000116".

The new provider login userID will consist of random characters. Provider THCIC ID Numbers will not change; only the login userID will change.

New provider login userIDs were assigned by the System and were sent to the Provider Primary Contact by email notification on July 10. For persons that are the Provider Primary Contact for multiple providers/facilities, they received an email for each of their facilities and were assigned multiple login userIDs, one for each facility.

Each time a facility changes/updates a Provider Primary Contact the System will issue a new login userID and email an automated notification to the new Provider Primary Contact containing a new login.

If your facilities THCIC Provider Primary Contact did not receive their login userID, please contact the System13 helpdesk at 888-308-4953.

*There will be no changes to a Submitter login.

Multiple User Logins

When the THCIC System (System) was upgraded on July 10, 2012, a new feature allows the Provider Primary Contact to setup additional login userIDs for access to the System, if it is desired.

How does multiple provider userIDs work?

The assigned Provider Primary Contact will be authorized to access a new "link" called "User Management" on the System dashboard screen (located by the "My Account" link), which will

allow for the addition of up to six (6) individual users for that facility. Only the person listed as the Provider Primary Contact will be able to access the User Management screen.

The individual users are assigned specific accesses to the System by the Provider Primary Contact under the User Management link. There will be two types of user "roles": Data User and Data Certifier.

Data User
• Authorized to add new claims (WebClaim)
• Authorized to correct claims (WebCorrect)
• Authorized to delete claims
• Authorized to view batch submissions
• May run all of the reports on the Reports tab, Frequency of Errors, Hardcopy Report and Summary Report
• Authorized to perform advance searches
• Authorized to generate a Pre-Certification Data Report (new in September)

Data Certifier
• Authorized all accesses as a Data User (above)
• Authorized to generate Certification Data (Encounter on Demand (EOD))
• Authorized to download Certification File
• Authorized to download Certification reports
• Authorized to Certify quarterly data (WebCert)
• Authorized to run Pre-Certification Data Report (new in September)

We Want To Hear From You!

THCIC Survey:

4 short questions
Visit this survey website and provide your feedback:
http://www.surveymonkey.com/s/XKFHWR9

Watch the THCIC website for further information pertaining to this survey and for results:
http://www.dshs.state.tx.us/THCIC/

Survey ends: **September 10, 2012**

The Provider Primary Contact may "add users" (up to six (6)) on the "User Management" screen by providing the person's name, phone number, email address, and indicate the user type; Data User or Data Certifier; and may set up individual users to receive specific email notifications from the System. Once the user information has been entered and submitted by the Provider Primary Contact, the System will send the new user an email notification for accessing the System.

Each new user will be assigned a unique login userID by the System and will need to set up their login password once the System has sent the user an email notification containing their login userID. The password criteria must meet the new security guidelines.

Note: The Provider Primary Contact should not add their own information as one of the six (6) users as the System will already have this information (as previously provided to THCIC on the contact update form) and will provide special "user" authorizations to the Provider Primary Contact. Facilities will have a total of seven (7) unique logins; 6 user roles (Data Users or Data Certifiers) and 1 Provider Primary Contact.

Provider Primary Contact
The Provider Primary Contact will have access to more functions in the System than a Data User or Data Certifier user role, which include:

• Authorized functions will be the same as Data User and Data Certifier
• Access to the Data Management tab (new in September)
• Access to the User Management (new)
• Assigns user "role" (Data user or Data Certifier) access to the System (new)
• Disables user "role" access to the System (new)
• Clears Intrusion Locks
• Authorized to "delete" batch data (submission files)
• Authorized to run data claim "clean-up" actions (MRR (modify/replace/remove function) & DR (duplicate removal function)) (new-Data Management Tab in September)
• Receives all system email notifications
• Count of rejected claims from file submissions notification
• Frequency of Error Report (FER)
• Notified if "generate certification" is selected by user (new)
• Notified when quarterly certification data is ready for review
• Notified when quarterly certification has been completed
• Special notification such as scheduled outages

Alternate Contact
Additional upgrades to the System include automated system email notifications sent to the Alternate Contact, which include the same email notifications sent to the Provider Primary Contact.

The Alternate Contact may be assigned a "user role" (Data User or Data Certifier) by the Provider Primary Contact if they need to access the System. We recommend the Alternate Contact be added since this person will be considered the backup to the Provider Primary Contact.

Certifier of Record Contact
The assigned Certifier Contact receives automated system email notifications when:

• "Generate Certification" is selected by Provider Primary Contact or by a Data Certifier (new)
• Quarterly certification data is ready for review
• Quarterly certification has been completed

The Certifier Contact "Name" is listed on the "Certification Screen" in WebCert and is the Certifier of Record. The Certifier Contact may be assigned a "user role" (Data Certifier) by the Provider Primary Contact if access to the System is required. (The assigning of a user role is not necessary if the Provider Primary Contact and the Certifier Contact is the same person.)

Assigning or Changing a Provider Contact
Each facility is responsible for assigning and notifying THCIC who the Provider

Primary Contact, Alternate Contact, and Certifier of Record Contact will be for the facility. When one of the contacts is no longer acting in this capacity, it is the facility's responsibility to provide updated contacted information to THCIC. Provider contact information must be updated using the form located at http://www.dshs.state.tx.us/thcic/hospitals/THCIC-Contact-Update-Form.pdf.

The current assignments for Provider Contacts are listed on the THCIC webpage (http://www.dshs.state.tx.us/thcic/hospitals/FacilitiesList.xls). If a Provider Contact needs to be updated or changed, please use the THCIC-Contact-Update-Form document listed in the preceding paragraph.

What's New at THCIC

- Childhood Obesity report
- 2010 Indicators of Inpatient Care in Texas Hospitals
- 2010 Quality of Children's Care in Texas Hospitals

See more at: http://www.dshs.state.tx.us/thcic/What-s-New-With-THCIC/

Requesting Research Data

In a time where the media is reporting more and more breaches in consumer privacy, THCIC staff are striving to improve and ensure patient and physician confidentiality with data use. Certain changes to the Research Data file (RDF) Research Request Agreement have been developed and became effective in August 1, 2012. Persons conducting any research with THCIC data will need to be aware of these changes.

Currently, the inpatient or outpatient RDF Data Request form has been changed to allow for the possibility of two researchers to sign as responsible for the appropriate storage and handling of the THCIC data file. A new policy regarding the inpatient and outpatient RDF has been developed and researchers will no longer be able to link an RDF to a THCIC Public Use Data File (PUDF). The Record_ID field will be available, but new sequences will be in the RDF that will not match with the PUDF Record_ID. The researcher must then request every data element needed to conduct the entire research study on the RDF Research Request Agreement (RRA). Instructions and forms are available to review on the THCIC website at: http://www.dshs.state.tx.us/thcic/hospitals/inpatientresearchfile.shtm

The research study request will continue to require a multi-step process to be approved. The first step is to contact Dee Roes ((512) 776-3374 (dee.roes@dshs.state.tx.us) to determine if the study is possible. Step two is a review by the THCIC scientific review team using DSHS IRB forms and packet as well as the THCIC Research Data Request form. THCIC staff will review the application for this study. Very detailed information on the secure handling and storage of these files is absolutely necessary. The researchers should detail their use of each variable in the data detail section. In the area requesting details of the security and privacy of the data, the

researcher(s) will need to include all persons accessing the data and note whether the data will be on a computer with internet access or on a server. The purpose of each person's access as well as the details on where the data is housed and persons obtaining security codes for the data is also necessary.

If the details are found sufficient and appropriate by the THCIC staff, the study request documents will be forwarded to the DSHS IRB for full review. The calendar of deadlines and IRB review dates is on the THCIC website. If approved by the DSHS IRB each new research requests will be forwarded to the Executive Steering Committed (ESC) for final approval/disapproval. The ESC determines if the study should be done.

After both the IRB and ESC approvals, THCIC prepares the invoice and submits this to the requestor/researcher. The prices are changing for the RDF's to a new lower price per data element ($120/data element). Once the fees are received, THCIC staff will prepare the individual data CD for the researcher(s). The CD is available for pick-up or mailed after the payment notification from the DSHS accounting office is received and associated documentation is signed indicating a full understanding of the privacy and security issues. The researcher signs the Data Use Agreement (DUA) taking full responsibility for the proper handling, storage and destruction of the THCIC data. All RDF data must be destroyed upon the IRB designated completion of the study or expiration date (generally one year after approval), unless renewed prior to the expiration date. The letter of attestation of destruction of the data shall be sent to THCIC at the close of the study or within 5 business days of the new IRB approved expiration date, if renewed. A letter of attestation is required by THCIC to verify data destruction at the completion of the study or at the expiration date.

If the specific study is not completed by the designated expiration date, a one-time renewal of that study for a period up to one additional year may be requested or as determined by the IRB. This requires completion of an IRB Request for Renewal form and all associated IRB materials. The exact data elements to be used will need to be delineated. The renewal application, for the same study, will be reviewed by the IRB after review by THCIC staff. Upon IRB approval, the additional fee for the second year of use will be assessed at a rate of 5% of the original fee.

When the study is completed, the data requestor shall submit an attestation letter to THCIC staff indicating the data destruction is complete. The attestation letter shall be sent to THCIC at the close of the study or within 5 business days of the IRB expiration date.

Upcoming Deadlines

Sep 4
4q2011 completion of certification
1q2012 certification data review begins
2q2012 submission of data due

Nov 1
2q2012 correction period ends

Dec 3
1q2012 completion of certification

2q2012 certification data review begins
3q2012 submission of data due
A schedule of ALL due dates may be found at
http://www.dshs.state.tx.us/THCIC/datareportingschedule.shtm.

Training Webinars

THCIC provides Webinar trainings, at no cost, on the data reporting processes required of all Texas hospital and ambulatory surgery centers. Postings for webinar dates see:
http://www.dshs.state.tx.us/thcic/hospitals/Training.shtm

Signing up for training is limitless and refresher training is encouraged.
For attending Webinar training(s) or questions, please e-mail Tiffany Overton at thcichelp@dshs.state.tx.us. .
Enter your preferred training Date and Time in the "Subject" line; and the following in the message area:

- THCIC ID Number
- Facility Name
- Participant(s) Name and Title
- E-mail Address
- Phone Number

THCIC Webinar training is provided on Submission, Correction and Certification methods.

How to Reach Us

Virginia/System13
System13 web site – https://thcic.system13.com

Helpdesk
For specific question on your data submission, correction and certification.

Monday-Friday, 8:00a – 5:00p (Central Time)
Phone: 888-308-4953 or (434) 977-0000
Email: thcichelp@system13.com

Austin/THCIC
THCIC web site – www.dshs.state.tx.us/thcic
DSHS-Center for Health Statistics THCIC: (512) 776-7261
THCIC fax: (512) 776-7740

For help or general questions on Submission, Correction, and Certification contact:
Tiffany Overton: (512) 776-2352 or thcichelp@dshs.state.tx.us

Public Use Data File (PUDF) information: (512) 776-7261

THCIC Staff

Bruce Burns, D.C.	512-776-6431	Rules and policy issues, 837 format issues
Marcia Becker, Ph.D.	512-776-6438	Facility reports and data analysis
Willi Elam-Sneed	512-776-7261	PUDF orders
Wang-Shu Lu, Ph.D.	512-776-6453	Facility reports and data analysis
Dee Roes	512-776-3374	Facility compliance, research files request
Tiffany Overton	512-776-2352	Facility training (submission, correction, and certification)

About the Texas Health Care Information Collection Program

On September 1, 2003 the legacy agencies Texas Health Care Information Council (THCIC), the Texas Department of Health (TDH), the Texas Commission on Alcohol and Drug Abuse (TCADA), and the Mental Health branch of the Texas Department of Mental Health and Mental Retardation were merged to form the Texas Department of State Health Services (DSHS) in response to the passage of HB 2292 (78th Texas Legislature). All functions of THCIC continue in the Center for Health Statistics within DSHS.

THCIC was created by Chapter 108 of the Health and Safety Code by the 74th Texas Legislature in 1995.

http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.108.htm

Applied Research

Quality of Care Reports

http://www.dshs.state.tx.us/THCIC/Publications/Hospitals/IQIReport/IQIReport.shtm

http://www.dshs.state.tx.us/thcic/publications/hospitals/PDIReport/Quality-of-Children-s-Care-in-Texas-Hospitals,-2009.doc

Statistical Reports

http://www.dshs.state.tx.us/thcic/publications/hospitals/Statisticalreports.shtm

Rules

Rules that apply to the Texas Health Care Information Collection are found in Chapter 421 of Title 25, Part 1 of the Texas Administrative Code.

http://info.sos.state.tx.us/pls/pub/readtac$ext.ViewTAC?tac_view=4&ti=25&pt=1&ch=421

Visit Us Online

View a variety of Consumer Reports at: www.dshs.state.tx.us/thcic

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